**1169. Mr M Bagraim (DA) to ask the Minister of Labour:**

Whether, following the outcry by the Director-General of the Compensation Fund that the pace and magnitude of outcry for improving service delivery in the Compensation Fund is racing ahead of the entity’s control, she has taken any steps to assist the Compensation Fund to drastically improve its service delivery in order to ensure that social security is provided in line with sections 26 and 27 of the Constitution of the Republic of South Africa, 1996; if not, why not; if so, what are the relevant details?

Minister’s Response:

Steps taken to assist the Compensation Fund to improve its service delivery include, but not limited;

1. The Introduction of CF-Filing;

The objective of the project improve the turn-a-round time for an employer to register with the Compensation Fund, submit Return of Earnings online, process an immediate online payment and receive the Letter of Good Standing. The project is at an advanced stage and will be launched before the end of 2017.

1. The Introduction of Online Claims System;

The Fund implemented a new claims management system in 2014. This has resulted in visible improvements in the Fund’s service delivery. The system provides an online platform for employers and medical service providers to submit claims on line which facilitates speedy adjudication of claims. Plans are in place to continue to enhance the system with the objective of improving the claims turnaround time.

1. Improving the Call Centre system;

A new and improved call centre system is in the process of being implemented. The objective is to implement a system that will ensure that the service from the call centre to the back office is well managed in order to ensure that inquiries are responded to in the shortest time possible.

1. Realigning the Compensation for Occupational Injuries and Diseases Act (COIDA) to enhance benefits and service delivery;

The process of aligning COIDA so that it is in-line with the 21st century environment in order to ensure that is capable of responding to the service delivery needs, is at an advanced stage. We will soon be asking Cabinet to give us approval to publish the draft COIDA Amendment Bill for public comment.